

CLASS TITLE: COMMUNITY PROGRAM LIAISON WORKER

Class Code: 02798300

Pay Grade: 19A

EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To provide monitoring and/or assistance to local agencies and groups participating in state health, social service, and/or advocacy programs regarding federal and state regulations and procedural requirements, legislative issues and community needs and resources; and to do related work as required.

SUPERVISION RECEIVED: Works under the close supervision of a superior from whom general and specific assignments and instructions are received; work is reviewed in process and upon completion for conformance to policies, rules and regulations and compliance with assignments and instructions.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To provide monitoring and assistance to local agencies participating in health promotion, health care, employment and/or other social programs regarding their compliance with federal and state regulations and procedural requirements.

To closely examine, as part of a formal, periodic review process, the procedures, programs, and operations of local agencies participating in programs designed to meet health, economic and/or other social services needs.

To provide training and technical assistance to local agency staff and to local community groups.

To interview clients, as appropriate, and determine their general attitudes toward the local agency, and/or particular programs carefully observing whether there are common complaints and checking out their validity.

To assist in maintaining effective liaison with community agencies and with appropriate professional and lay groups, in order to promote the goals of programs for all eligible citizens and to obtain public reactions and responses to programs and services.

To assist in reviewing the various activities of programs and evaluating their effectiveness in meeting goals, and in decreasing health hazards, economic need, and other social problems in the target population.

To prepare proper reports related to survey findings, noting deficiencies or discrepancies in the area of program standards.

To explain deficiencies or discrepancies to program officials and recommend ways to eliminate said deficiencies or discrepancies.

To perform follow-up to insure that proper corrections are made.

To assist in developing effective utilization of resources within local agencies and organizations in the state.

To provide services or assist others to provide services in the areas of health care, health promotion, employment, community organization and/or advocacy, community care or other social issues.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of state and federal laws and regulations relative to the particular community program area of assignment and the ability to interpret such laws, rules and regulations; the ability to understand and interpret community programs and the ability to apply this knowledge; a working knowledge and a sound understanding of social and human relationships, problems and needs in dealing with elderly and/or economically disadvantaged persons; the ability to prepare reports containing findings, analyses, conclusions and recommendations; the ability to establish and maintain effective working relationships with officials of community service programs and assist them by providing advice and guidance; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment in the field of health care or social services.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: August 31, 1986

Editorial Review: 3/15/03